

2006 A3EB

P.O. Box 10 420 River St Lockhart, SC 29364 www.lockhartpower.com

October 10, 2018

Jocelyn Boyd Chief Clerk and Administrator The Public Service Commission of South Carolina P. O. Drawer 11649 Columbia, South Carolina 29211

Re: Public Service Commission of South Carolina Request for Information on Termination



Dear Ms. Boyd:

Enclosed please find ten (10) copies of Lockhart Power Company's response to the Public Service Commission's request for information on termination of electric service. The requested data was also provided under separate cover to the Office of Regulatory Staff. This response covers the 3rd Quarter of 2018 and includes the following items:

- Total number of customers whose services have been terminated (voluntary & involuntary).
- 2. Daily number of customers whose services have been involuntarily terminated.
- 3. Reasons for the involuntary terminations.
- 4. Average duration of involuntary terminations (in days).
- 5. Company procedures in effect governing involuntary terminations, including any procedures followed by the utilities to inform customers who faced termination of those regulations and programs which may offer those customers assistance in maintaining their service.

Please let us know if you have any questions concerning this information.

Kind Regards,

Janet H. Gaston

Assistant Business Controller

Lockhart Power Company



1.) Total number of customers whose services have been terminated (voluntary & involuntary)

MONTH	# OF INVOLUNTARY TERMINATIONS		TOTAL # OF TERMINATIONS
Jul-18	50	.20	70
Aug-18	54	_ 25	79
Sep-18	47	14	61
Total	151	59	210

NOTE: Voluntary terminations are considered customer requested terminations, unless otherwise noted.

2 & 3.) Daily number of customers whose services have been involuntarily terminated and reasons for the terminations.

<u>-</u>	Jul-18	<u> </u>	-	Aug-18			Sep-18	<del>_</del>
DAY	NON-PAYMENT	DECEASED	DAY	NON-PAYMENT	DECEASED	DAY	NON-PAYMENT	DECEASED
1			- 1			1.		
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25			25			25		
26	14	I	26			26		
27			27			27	8	
28			28	1		28		
29			29	10		29		
80	1		30			30		
81			81			31		
TOTAL	48	2	TOTAL	54	0	TOTAL	46	1

4.) The average duration of involuntary terminations (in days)

MONTH	AVERAGE OUTAGE DURATION IN DAYS
Jul-18	10.72
Aug-18	1.14
Sep-18	1.00
Average	0.95

5.) Company procedures in effect governing involuntary terminations, including any procedures followed by the utilities to inform customers who faced termination of those regulations and programs which may offer those customers assistance in maintaining



Total number of customers whose services have been terminated (voluntary & involuntary)

	# OF INVOLUNTARY	# OF VOLUNTARY	TOTAL # OF
MONTH	TERMINATIONS	TERMINATIONS	TERMINATIONS
Jul-18	50	20	70
Aug-18	54	25	7.9
Sep-18	47	14	61
Total	161	59	210

NOTE: Voluntary terminations are considered customer requested terminations, unless otherwise noted.

2 & 3.) Daily number of customers whose services have been involuntarily terminated and reasons for the terminations.

	Jul-18			Aug-18			Sep-18	
DAY	NON-PAYMENT	DECEASED	DAY		DECEASED	DAY	NON-PAYMENT	DECEASED
1			1			1		
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31			31		_	81		
TOTAL.	48	2	TOTAL	54	0 _	TOTAL	46	1

4.) The average duration of involuntary terminations (in days)

MONTH	AVERAGE OUTAGE DURATION IN DAYS
Jul-18	0,72
Aug-18	1.14
Sep-18	1.00
Average	0.95

5.) Company procedures in effect governing involuntary terminations, including any procedures followed by the utilities to inform customers who faced termination of those regulations and programs which may offer those customers assistance in maintaining



1.) Total number of customers whose services have been terminated (voluntary & involuntary)

MONTH	# OF INVOLUNTARY TERMINATIONS	# OF VOLUNTARY TERMINATIONS	TOTAL# OF TERMINATIONS
Jul-18	50	20	70
Aug-18	54	25	79
Sep-18	47	14	61
Total	151	59	210

NOTE: Voluntary terminations are considered customer requested terminations, unless otherwise noted.

2 & 3.) Daily number of customers whose services have been involuntarily terminated and reasons for the terminations.

	Jul-18			Aug-18		Sep-18		
DAY	NON-PAYMENT	DECEASED	DAY	NON-PAYMENT	DECEASED	DAY	NON-PAYMENT	DECEASED
1			1			1		
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81	1		31			31	<del> </del>	
TOTAL	48	2	TOTAL	54	0	TOTAL	46	1

4.) The average duration of involuntary terminations (in days)

	AVERAGE
	OUTAGE
{	DURATION IN
MONTH	DAYS
Jul-18	0.72
Aug-18	1.14
Sep-18	1.00
Average	0.95

5.) Company procedures in effect governing involuntary terminations, including any procedures followed by the utilities to inform customers who faced termination of those regulations and programs which may offer those customers assistance in maintaining



1.) Total number of customers whose services have been terminated (voluntary & involuntary)

MONTH	# OF INVOLUNTARY TERMINATIONS	# OF VOLUNTARY TERMINATIONS	TOTAL # OF TERMINATIONS
Jul-18	50	20	70
Aug-18	54	25	79
Sep-18	47	14	61
Total	151	59	210

NOTE: Voluntary terminations are considered customer requested terminations, unless otherwise noted.

2 & 3.) Daily number of customers whose services have been involuntarily terminated and reasons for the terminations.

	Jul-18		_	Aug-18	I		Sep-18	
DAY	NON-PAYMENT	DECEASED.	DAY	NON-PAYMENT	DECEASED	DAY	NON-PAYMENT	DECEASED
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24			24			24	10	1
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81			<b>3</b> 1		l.,	31		
TOTAL	48	2	TOTAL	54	0	TOTAL	46	Ť

4.) The average duration of involuntary terminations (in days)

MONTH	AVERAGE OUTAGE DURATION IN
MONTH Jul-18	DAYS 0.72
Aug-18	1 14
Sep-18	1.00+
Average	0.95

5.) Company procedures in effect governing involuntary terminations, including any procedures followed by the utilities to inform customers who faced termination of those regulations and programs which may offer those customers assistance in maintaining



1.) Total number of customers whose services have been terminated (voluntary & involuntary)

MONTH	# OF INVOLUNTARY TERMINATIONS	# OF VOLUNTARY TERMINATIONS	TOTAL # OF TERMINATIONS
Jul-18	50	20	70
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Total	151	59 -	210

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2 & 3.) Daily number of customers whose services have been involuntarily terminated and reasons for the terminations.

	Jul-18			Ang-18	1		Sep-18	
DAY	NON-PAYMENT	DECEASED	DAY	NON-PAYMENT	DECEASED	DAY	NON-PAYMENT	DECEASED
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28			28	1		28		
29			29	10		29		
80	1		30 -			30		
31			31			31	-	
TOTAL	48	2	TOTAL	54	0	TOTAL	46	1

4.) The average duration of involuntary terminations (in days)

Moņth	AVERAGE OUTAGE DURATION IN DAYS
Jul-18	0.72
Aug-18	1.14
Sep-18	1.00
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5.) Company procedures in effect governing involuntary terminations, including any procedures followed by the utilities to inform customers who faced termination of those regulations and programs which may offer those customers assistance in maintaining



Total number of customers whose services have been terminated (voluntary & involuntary)

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	Jul-18			Aug-18			Sep-18	_
DAY	NON-PAYMENT	DECEASED	DAY	NON-PAYMENT	DECEASED	DAY	NON-PAYMENT	DECEASED
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	AVERAGE
	OUTAGE
	DURATION IN
MONTH	DAYS
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	Jui-18		<del></del>	Aug-18		•	Sep-18	
DAY	NON-PAYMENT	DECEASED	DAY	NON-PAYMENT	DECEASED	DAY	NON-PAYMENT	DECEASED
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TOTAL	48	2	TOTAL	. 54	Ö	TOTAL	46	1

4.) The average duration of involuntary terminations (in days)

MONTH	AVERAGE OUTAGE DURATION IN DAYS
Jul-18	0.72
Aug-18 Sep-18	1.14
Average	0.95

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<u></u>	Jul-18 Aug-18				Sep-18			
DAY	NON-PAYMENT	DECEASED	DAY	NON-PAYMENT	DECEASED.	DAY	NON-PAYMENT	DECEASED
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29.			29	10		29		
80	1		30	1		30		
81			81			31		
TOTAL	48	2	TOTAL	54	0	TOTAL	46	1

4.) The average duration of involuntary terminations (in days)

MONTH	AVERAGE OUTAGE DURATION IN DAYS
Jul-18	0.72
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Sep-18	1.00
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Jul-18		<del></del>	Aug-18			Sep-18		
DAY	NON-PAYMENT.	DECEASED"	DAY	NON-PAYMENT	DECEASED	DAY	NON-PAYMENT	DECEASED
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81			31			31		
TOTAL	48	2	TOTAL	54	0	TOTAL	46	1

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6.) Company procedures in effect governing involuntary terminations, including any procedures followed by the utilities to inform customers who faced termination of those regulations and programs which may offer those customers assistance in maintaining



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Jul-18"		-	Aug-18		Sep-18			
DAY	NON-PAYMENT	DECEASED	DAY	NON-PAYMENT	DECEASED	DAY	NON-PAYMENT	DECEASEI
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23	11		23	6		23		
24			24			24	10	1
25			25			25		
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31			31			31		
TOTAL	48	2	TOTAL	54	0	TOTAL	46	1

4.) The average duration of involuntary terminations (in days)

MONTH	AVERAGE OUTAGE DURATION IN DAYS
Jul-18	0.72
Aug-18	1.14
Sep-18	1,00
Average	0.95

5.) Company procedures in effect governing involuntary terminations, including any procedures followed by the utilities to inform customers who faced termination of those regulations and programs which may offer those customers assistance in maintaining